

**WWRC Comprehensive Evaluation and Assessment Center for Excellence:
FY '09-'10 Strategic Plan**

Goal #1: To implement and evaluate a systematic pre-admission planning process in collaboration with referral sources that improves assessment strategies and outcomes.

Objective	Responsible Person(s)	Implementation Strategy	Time frame	Indicators
1a. To implement recommendations from CEA Pre-Admissions Design Team that will enhance front-end information, result in decreased pre-admission processing time, and eliminate non-essential assessments.	Lori Epik/ Admissions Committee	<ul style="list-style-type: none"> Expand Tele-Video capacity to enhance communication and increase integration of technology into the business process. 	Dec. 2008	<ul style="list-style-type: none"> - Identified location/time - User education in technology/equipment - Guidelines - policy for when we use this process
 Jayne Tooley Natasha Benenson Fred Capps Sharon Russo	<ul style="list-style-type: none"> Incorporate Admissions Committee business processes with procedures currently under development for the implementation of AWARE into an Operations manual. 	March 2009	<ul style="list-style-type: none"> - List of FRS offices that have needed technology - Write a procedure policy to integrate with AWARE
 Design Team: Suggested Members Kristi Lockhart Kathy Greenan Ellen Murnane Natasha Benenson Robyn Jarvis Steve Kirby Cindy Benson Ed Short	<ul style="list-style-type: none"> Revise existing and develop new (i.e.- <i>Guidelines and Considerations for Referrals and Field Counselor Justification Form</i>) Admissions forms incorporating input received by Pre-Admissions Design team from FRS counselors. 	Feb 2009	<ul style="list-style-type: none"> - Completed forms approved by Medical Records Committee - Feedback from field offices - All partners consistently using current forms
 Design Team TBD	<ul style="list-style-type: none"> Continue development and Increase use of feasibility interviews and clinic assessments to more effectively assess the client needs and answer the referring counselor's questions. 	On-going/ June 2010	<ul style="list-style-type: none"> - Establish design teams to develop essential clinics and processes - Present written model for clinics and processes

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Objective	Responsible Person(s)	Implementation Strategy	Time frame	Indicators
1b. To continuously evaluate standardized business processes outlined in 1a.	Consultants: OD & QA	<ul style="list-style-type: none"> To continuously evaluate the effectiveness, efficiency, and impact of pre-admissions planning processes through a standardized QA design. 	On-going	Measure Use/ Frequency to show that we are following through (doing it)

WWRC Comprehensive Evaluation and Assessment Focus Group (continued)

Goal #2: To efficiently and effectively provide inter-disciplinary assessment services in response to consumer needs and referral questions, resulting in an integrated final, written report.

Objective	Responsible person(s)	Implementation Strategy	Time Frame	Indicators
2a. To strengthen the assessment outcomes for persons served helping Field Counselor increase employment outcomes (<i>increase impact of assessment on client employment outcome</i>)	Program Managers and Lead Clinicians Design Team (TBD) <u>Consultants:</u> OD&QA	<ul style="list-style-type: none"> To implement the proposed Vocational Readiness Clinic. To evaluate the effectiveness, efficiency, and impact of the Vocational Readiness Clinic through a standardized QA design. 	Sept 2008 Sept 2008	<ul style="list-style-type: none"> - Allocation of resources to support implementation -Evaluate effectiveness, efficiency (ODQA) - Define effective and efficient - Implementation
2b. To improve integration of Assistive Technology across vocational assessment continuum	AT Training staff Design Team (TBD) <u>Consultants:</u> AT Focus Group CEA Focus Group OD & QA	<ul style="list-style-type: none"> To enhance Vocational Evaluator knowledge, skills, and abilities relative to Assistive Technology through participation in AT Training for Agency staff at WWRC. To develop and implement an integrated AT/VE assessment model for improved integration of Vocational Evaluation and Assistive Technology Services. To evaluate the effectiveness, efficiency, and impact of the AT/VE assessment model 	Ongoing/ June 2009 June 2009 June 2009	<ul style="list-style-type: none"> - Expanded expertise of VE staff members - Development of an integrated AT/VE assessment model - Development of QA design that will determine effectiveness of integrated AT/VE based on interventions provided

WWRC Comprehensive Evaluation and Assessment Focus Group (continued)

Goal #3: To provide orientation, education, and training for internal and external referral sources that will result in enhanced understanding and better utilization of WWRC assessment and evaluation services.

Objective	Responsible person(s)	Implementation Strategy	Time Frame	Indicators
3a. To market CEA program services and options to targeted referral sources	Program Managers and Lead Clinicians	<ul style="list-style-type: none"> To define CEA program services and options within standardized criteria and annually review and revise, as necessary. 	6/30 annually	<ul style="list-style-type: none"> - Create marketing plan; to be revised on an annual basis - Clarify what we are realistically able to do/ what services we are able to provide
	<ul style="list-style-type: none"> CEA Focus Group WWRC Marketing Director 	<ul style="list-style-type: none"> To annually review and update website, brochures, and other marketing materials/resources 	6/30 annually	Completed annually
	Private partner will operate and market SA/Neurotrauma program and be responsible for marketing	<ul style="list-style-type: none"> To develop and implement outreach strategies for SA/Neurotrauma program and veteran populations 	6/30 annually	Focus on Veterans more than SA/Neurotrauma program Development of a service strategy/marketing plan

WWRC Comprehensive Evaluation and Assessment Focus Group (continued)

Goal #3: To provide orientation, education, and training for internal and external referral sources that will result in enhanced understanding and better utilization of WWRC assessment and evaluation services.

Objective	Responsible person(s)	Implementation Strategy	Time Frame	Indicators
3b. To develop strategies for ongoing orientation, education, and training of internal and external referral sources relative to CEA program services and options.	Mike Kelly or Delegate	<ul style="list-style-type: none"> To explore the feasibility of rotational FRS representation on the WWRC Admissions Committee. 	Dec 2008	<ul style="list-style-type: none"> - Approval by Operations Council - Identify process to implement
	Susan Green/ Counseling Dept. Representation	<ul style="list-style-type: none"> To explore the feasibility of enhanced communication with FRS through the established DRS New Counselor Orientation Program, WWRC Liaison Program, and other strategies (TBD). 	June 2009	Consultant/as needed basis
	Admissions Committee/ Susan Green	<ul style="list-style-type: none"> To provide training for internal and external referral sources on revised pre-admissions processes 	June 2009	<ul style="list-style-type: none"> - Appropriate referrals - Eligibility vs. Entitlement - Clarification re: what we are realistically able to do/ what services we are able to provide

